



# VOLKSWAGEN DEALER COMMUNICATION

## Advance Notice – Safety Recall 69Z5 / Airbag Control Module

- This notice is for:**
- ✓ Dealer Principal
  - ✓ General Manager
  - ✓ Sales Managers
- ✓ Service Manager
  - ✓ Parts Manager
  - ✓ Service Consultant
- ✓ Warranty Administrator
  - ✓ Technicians

**Date:** July 29, 2019

**Issue:** A faulty capacitor in the airbag control module can cause the airbags in the vehicle to deactivate, or, in rare cases, lead to an unexpected deployment of the airbags and/or safety belt pretensioners, resulting in an increased risk of injury in a crash. An inadvertent airbag deployment may increase the risk of an injury due to the deployment or increase the risk of a crash without warning. A deactivated airbag in case of a crash may increase the risk of an injury in a crash where an airbag deployment would have been necessary.

**Precautions:** If the airbag warning light comes on, it indicates an airbag system problem and owners are advised to contact a Volkswagen dealer to have the vehicle inspected/serviced without delay.

- Repair:**
- REPAIR NOT YET AVAILABLE on July 30, 2019
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory
  - Repair every affected inventory vehicle before delivery to consumers.

**Affected Vehicles**

Country	Model Year(s)	Vehicle	Vehicle Count
USA	2015-2016	TIGUAN	25,239
USA	2015-2016	CCF	2,583
CAN	2015-2016	TIGUAN	6,684
CAN	2015-2016	CCF	78

*\*Counts reflect overall recall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

**Notes:**

**IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**New Vehicles in Dealer Inventory:** It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

**Pre-Owned Vehicles in Dealer Inventory:** Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

**-END OF MESSAGE-**

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.